

Sage Telecom, Inc. ("Sage") provides service in Illinois through its private commercial agreement with AT&T for Local Wholesale Complete, and exclusively utilizes AT&T for installation and repair services. Sage actively works with AT&T to expedite and escalate customer orders on a daily basis and has notified AT&T that its service levels to Sage is causing Sage to be non-compliant with some of the Illinois standards of service. Sage is committed to providing excellent customer service to its Illinois customers and will continue to work with AT&T to resolve the service issues.